

CHAPTER I

INTRODUCTION

A. Background of the Study

The Company is an organization that has basic resources such as labor and basic materials to produce products and services result to their customers. Labor is the basic material that is needed for production activity in a company. Skilled human resources are necessary for any company, so the company will be growing continuously.

Employees working as principal in the company are not only concerned with the fate of their company, but also from the initial intention of those who want to get a decent job and comfortable to work. According to dictionary employee is “a person who works for another in return for financial or other compensation”. Based on the definition, company employees are workers who work to receive benefits in the form of financial or other that may benefit him (the employee). Black’s Law dictionary on Charles (2002: 3) defines “employee” as “a person in the service of another under any contract if hire, express or implied, oral or written, where the employer has the power or right to control and direct the employee in the material details of how he work is to be performed”.

According to Kotulski, Wasik and Dorozko (2006: 1) satisfaction is a feeling that is of continuous range. Schermerhorn (1999: 308) job satisfaction is the degree to which an individual feels positively or negatively about a job.

According to Fisher in Mahamuda (2011) job satisfaction is complex phenomenon with multi facets. It is influenced by the factors like salary, working environment, autonomy, communication, and organizational commitment.

Based on the background of the above problems, the employee satisfaction is influenced by several factors will be discussed and reviewed in more detail in this research. Because employee satisfaction would be obtained if the rights were acquired employees should be met, not just the lack of rights of employees are obtained. This is the underlying writer to conduct research on **“Analysis of Factors Affecting Employees Satisfaction in PT. Wangsa Jatra Lestari”**.

B. Limitation of the Problems

Restrictions intended to limit the issues subject matter, limitations of the problems in this study is working environment, pay and promotion, job security, relationship with co-workers, relationship with supervisor and level of fairness on job satisfaction of employees in PT. Wangsa Jatra Lestari.

C. Problem Statement

Based on the discussion above problems, the researchers aimed to identify the impact of the working environment, pay and promotion, job security, relationship with co-workers, relationship with supervisor and level

of fairness on job satisfaction of employees in PT. Wangsa Jatra Lestari. The following problem statement in this study:

1. Is there a relationship of working environment with satisfaction of employees in PT. Wangsa Jatra Lestari?
2. Is there a relationship of pay & promotion with satisfaction of employees in PT. Wangsa Jatra Lestari?
3. Is there a relationship of job security with satisfaction of employees in PT. Wangsa Jatra Lestari?
4. Is there a relationship of co-workers with satisfaction of employees in PT. Wangsa Jatra Lestari?
5. Is there a relationship of supervisor with satisfaction of employees in PT. Wangsa Jatra Lestari?
6. Is there a relationship of level of fairness with satisfaction of employees in PT. Wangsa Jatra Lestari?

D. Objectives of the Research

Objectives of the research in this study are:

1. To determine working environment to satisfaction of employees in PT. Wangsa Jatra Lestari.
2. To determine pay & promotion to satisfaction of employees in PT. Wangsa Jatra Lestari.
3. To determine job security to satisfaction of employees in PT. Wangsa Jatra Lestari.

4. To determine co-workers to satisfaction of employees in PT. Wangsa Jatra Lestari.
5. To determine supervisor to satisfaction of employees in PT. Wangsa Jatra Lestari.
6. To determine level of fairness to satisfaction of employees in PT. Wangsa Jatra Lestari.

E. Benefit of the Research

There are some benefits in this study, which is addressed to the academic, researchers, and practitioners as follows:

1. For academics, this research can be used as a reference in enriching the concept to carry out further research.
2. For researchers, this research can be used as a basis for further research on the factors that can affect employee satisfaction.
3. For practitioners, this study is expected to be used as a reference for companies who are experiencing problems with employees.